

Substitute for form 1449/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)				Application Number	10/721,788
				Filing Date	November 26, 2003
				First Named Inventor	Keisuke KATAOKA
				Art Unit	3628
				Examiner Name	A. K. Robinson Boyce
Sheet	1	of	1	Attorney Docket Number	116692004800

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/A.R./	1.	2002/0103666	8-1-2002	Hanai et al.	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
/A.R./	2.	JP-2002-92509	3-29-2002	Ito Kazutoshi		✓
/A.R./	3.	JP-2002-99797	4-5-2002	GE Edison Life Insurance Co.		✓
/A.R./	4.	JP-2002-222306	8-9-2002	Ricoh KK	Corresponds to cite no. 1	

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NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
/A.R./	5.	Masataka Nakamura. (July 1, 2002) "Channel Navigator Cooperates With a Customer-Contact-Channel: A Solution Designed for Financial Companies," <i>Oki Technical Review</i> 69(3):24-31	

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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/Akiba Robinson Boyce/

02/03/2008

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va-222435			